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L1: Entry 2 of 4

File: USPT

Feb 27, 2007

DOCUMENT-IDENTIFIER: US 7184523 B2

TITLE: Voice message based applets

PRIOR-PUBLICATION:

DOC-ID

DATE

US 20040086095 A1

May 6, 2004

Abstract Text (1):

The present invention is a system that allows users to compose and deliver voicemail messages that contain embedded applets. Users may interact with the system via telephone, multi-access device, PC, or any number of other devices. Users may also interact with the system via a variety of interfaces such as speech, dual tone multi-frequency, and graphical user interface. The system allows user to compose voicemail messages with embedded applets for delivery to multiple recipients. The applets provide the sender with the ability to leverage the voice messaging system so as to take full advantage of all systems and applications of the computer platform upon which the applet is being run. The voice message based applets may be updated dynamically based upon variables such as when the recipient receives the message. The message sender may also configure the system to provide notification and statistics regarding receipt of the message and embedded applets.

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US Patents Full-Text Database  
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IBM Technical Disclosure Bulletins

**Term:**

((automatic\$ or dynamic\$) near (update\$ or  
synchroniz\$) same (voice near messaging))

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50

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L1((automatic\$ or dynamic\$) near (update\$ or synchroniz\$) same  
(voice near messaging))

4

L1

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L1: Entry 3 of 4

File: USPT

Jan 23, 2007

DOCUMENT-IDENTIFIER: US 7167899 B2

TITLE: Web-content aware automatic call transfer system and process for mobile users and operators

PRIOR-PUBLICATION:

DOC-ID

DATE

US 20030187988 A1

October 2, 2003

## CLAIMS:

23. A network-based distributed customer contact system supporting multi-media messaging using a Web Content Aware call processing model, the system comprising: a system that associates a unified call identifier with a first message of a first media type and a second message of a second media type; a message routing system that uses said unified call identifier to link said first message and said second message as one Web content aware messaging call to separate addressable entities located in different locations within a distributed contact center, wherein one or more of said messages includes one or more of instant messaging using different protocols, voice messaging, or video messaging; at least one server that is capable of executing distributed SLPs from distributed WHD that stores locations of service logic programs used by distributed applications and thereby accomplishing loading of the service logic programs by said server; at least one interface that communicates messages to said server to allow a user to specify a set of said service logic programs by dynamically attaching said set of said service logic programs to addressable entities within said customer contact system, wherein a service logic program has a URL and set of properties, including: (a) remote accessibility by server applications through the WHD from the Internet; (b) a shared object service interface defining a data structure that can be dynamically updated and provide notification to server applications that are interested in the change of SLP in WHD and data in call models, said shared object service interface pointing to call object information dynamically created by the call processing system, and context information collected from at least one of the user or the system during the course of a call; (c) GUI supporting provisioning of SLP parameters, tracking changes, and providing notifications to server applications that one or more of subscribed to or are using the SLP; (d) a set of system service interfaces for making calls, collecting user information, and playing media to users; (e) a set of programs adapted to communicate with external programs using structured messages; (f) a property that the service logic program can be loaded and dynamically linked to a service logic program execution engine to implement call transfer control application logic; and (g) a property that the service logic program can be dynamically associated to addressable entities, wherein the dynamic association allows a running call processing program to locate a reference to the SLP for the addressable entities.

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L1: Entry 4 of 4

File: USPT

Jul 4, 1995

DOCUMENT-IDENTIFIER: US 5430730 A

TITLE: Method for building a sub-network in a distributed voice messaging system

Brief Summary Text (2):

The present invention relates to a method of building a sub-network in a distributed Voice Messaging System (VMS) connected by a Local Area Network (LAN) and dynamically synchronizing all the nodes of the VMS.

Detailed Description Text (58):

Dynamic synchronization of Voice Messaging Systems nodes in a sub-network

Detailed Description Text (62):

A process for dynamically synchronizing all configured nodes of a distributed Voice Messaging System sub-network is described.

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